

IN THE CLAIMS

Please amend the claims as follows:

- 1 1. (Currently Amended) A method for monitoring performance and availability on a network, the method comprising:
 - 2 (a) running at least one performance monitor process on the network, said at least one performance monitor watching network activity to and from application servers to entry servers and creating a transaction response time log and activity audit trail for the network;
 - 3 (b) running a network monitor manager process on the network, for consolidating information from the log into views;
 - 4 (c) establishing a ~~socket~~ connection from the network monitor manager process to said at least one performance monitor process to control said at least one performance monitor to send a pseudo message to an entry server to determine network availability; and
 - 5 (d) receiving the pseudo message from said at least one performance monitor process and determining a response for the pseudo message for each segment of the network traversed by the pseudo message to determine where availability problems exist within the network connection for the entry server.

- 1 2. (Original) The method of claim 1, further comprising:
 - 2 (e) running at least one availability monitor process on the network;
 - 3 (f) from the response determined in step (d), detecting at least one possibly failed component of the network;
 - 4 (g) sending a message from the at least one availability monitor process to the at least one possibly failed component; and

7 (h) determining, in accordance with a result of the message, whether at least one
8 possibly failed component has failed.

1 3. (Original) The method of claim 1, further comprising:

2 (i) running a client-server monitoring process on a server dedicated to the client-server
3 monitoring process;

4 (j) receiving, in the client-server monitoring process, information about transactions
5 executed by production applications on the network; and

6 (k) determining performance and availability of the production applications in
7 accordance with the information received in step (j).

1 4. (Currently Amended) The method of claim 3, wherein step (j) comprises running a
2 filtering agent on each or on behalf of each of the production applications to convert the
3 information from application logs into a form usable by the client-server monitoring process.

1 5. (Original) The method of claim 4, wherein:

2 the network comprises a mainframe having at least one logical partition which generates
3 an application log; and

4 the method further comprises (l) monitoring the application log through a mainframe
5 monitoring process.

1 6. (Previously Presented) The method of claim 5, wherein:

2 the application log comprises transaction entries having end-user addresses; and
3 step (l) comprises categorizing the transaction entries by the end-user addresses.

1 7. (Original) The method of claim 6, further comprising (m) generating a performance
2 report for the network through an administrative process and making the report available over a
3 data network.

1 8. (Original) The method of claim 7, wherein the data network comprises the Internet.

1 9. (Previously Presented) The method of claim 8, further comprising:

- 2 (n) receiving, in the client-server monitoring process, information about transactions
3 executed by e-commerce applications on the network; and
4 (o) determining performance and availability of the e-commerce applications in accordance
5 with the information received in step (n) through an e-commerce monitoring process.

1 10. (Previously Presented) The method of claim 9, wherein at least one of the e-
2 commerce applications makes at least one Web page accessible to customers, and wherein step
3 (n) comprises placing code in the at least one Web page, the code sending time stamps to the
4 client-server monitoring process when the code is accessed.

1 11. (Original) The method of claim 10, further comprising providing a central data
2 repository, and wherein the network monitor manager process, the client-server monitoring
3 process, the mainframe monitoring process, the administrative process, and the e-commerce
4 monitoring process communicate with one another through the central data repository.

1 12. (Original) The method of claim 4, wherein each said filtering agent detects processes
2 running on the network and cross-references the detected processes to known processes, and
3 further comprising forming an event correlation engine in accordance with the detected
4 processes.

1 13. (Original) The method of claim 12, wherein each said filtering agent detects changes
2 to the processes running on the network, and further comprising maintaining the event
3 correlation engine in accordance with the detected changes to the processes.

1 14. (Currently Amended) The method of claim 13, further comprising, when it is
2 determined in step (k) that the performance or the availability of one of the production

3 applications is impaired, determining and reporting a cause of impairment and its corresponding
4 effect on ~~an SLA~~ a service level agreement (SLA) in accordance with the event correlation
5 engine.